NETWORK ADMINISTRATOR

General Statement of Duties: Administers and oversees network design; implements, organizes, and troubleshoots problems on network; monitors underlying communication protocols and supports network hardware and software; maintains application data integrity and availability.

Distinguishing Features of the Class: The employee in this class will be responsible for analyzing, system management, installation and support of the City's computer operations including but not limited to: servers, routers, switches, firewalls, data and voice communication lines, operating systems, and LAN networks. Provides assistance to staff for problem resolution management. Has leadership role in the planning of infrastructure to support new applications and technologies.

Areas of Accountability:

1. Oversees administration of networks.

-   Designs, manages and maintains LAN network server, IBM AS/400 application and data servers, SQL server, state interface server, E911 phone company interface server and remote access devices;
-   Develops and monitors system security procedures to protect the system from physical harm, viruses, unauthorized users, and data damage;
-   Conducts the installation, configuration and maintenance of servers, network hardware and software;
-   Establishes and maintains network user profiles, user environment, directories, and security.

2. Provides system support.

-   Implements and maintains connectivity standards allowing PCs to communicate with network and server applications;
-   Maintains a technical inventory of current configuration of all servers, PCs, shares, printers and software installations;
-   Prepares and maintains accurate and detailed problem/resolution records.
-   Tracks frequency and nature of problems;
-   Assists the System Analyst with second-level user support when necessary.

3. Identify and recommend computer system needs

-   Conduct product evaluations of upgraded or new hardware and software identifying strengths, weaknesses, and potential benefits;
-   Assist with on-going statistical analysis of system load, to determine optimal operating efficiencies and assist in capacity planning algorithms.

4. Performs additional duties as needed.

- Provides assistance to management and users regarding NIBRS and NCIC connectivity as applied in the application software;
- Assesses user accounts, upgrades, removes and configures network printing devices, directory structures, rights, network security and software on file servers;
- Performs network troubleshooting to isolate and diagnose problems while maintaining minimal system outages.

Required Knowledge, Skills, and Ability: Thorough knowledge of server level operations and software principles utilizing Windows NT 4.0 to 2003 and Linux/Unix operating systems; good knowledge and experience with LAN systems and hardware such as Cisco and HP, including experience with managed switches and VLAN capability preferred; knowledge of local area networks and wide area networks, including experience with networking essentials such as DNS, DHCP, NAT, WINS, packet filtering and advanced routing; in-depth knowledge of application packages must include Antivirus, backup routines, network sharing, group e-mail suites and open source software; knowledge of current network and computer system security practices; ability to install and maintain a variety of operating systems as well as other related hardware and software; ability to clearly and concisely communicate technical information to non-technical users at all organizational levels; ability to accurately prepare and maintain various records, reports, correspondence and other departmental documents; ability to establish and maintain effective working relationships and exercise tact when dealing with governmental officials, outside agencies, co-workers and supervisors.

Acceptable Training and Experience: Any combination of education and experience equivalent to a Bachelors degree in Computer Science; 1-3 years direct Linux operating system administration and maintenance experience; experience with backup routines and regiments, Antivirus suites, managed switches and VLAN capability; experience with active directory as well as any certifications. Must possess a valid driver's license.

7/05   NU 26